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IDAHO DEPARTMENT OF
HEALTH & WELFARE

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January 31, 2013

Christie Roach, Administrator
Legacy Hospice
680 S Progress Avenue Suite 2a
Meridian, ID 83642

Provider #131546

Dear Ms. Roach:

On **January 30, 2013**, a complaint survey was conducted at Legacy Hospice. The complaint allegations, findings, and conclusions are as follows:

Complaint #ID00005738

Allegation #1: Individuals identified as a patient Power of Attorney (POA) are not updated regarding patient status, including declining health and death.

Findings #1: An unannounced complaint survey was conducted from 1/29/13 to 1/30/13. Patients' clinical records were reviewed and staff and patient/family interviews were completed with the following results:

The clinic records of 6 patients were reviewed. All 6 records included documentation of the patients' POAs and communication with POAs and other family members. For example, one patient's medical record contained POA documentation that was dated one month after his election of hospice benefits. The POA documentation contained a directive that would be "...effective only when I (the patient) was unable to communicate rationally." The record documented multiple conversations with family members, including the designated POA from 7/20/11 to his death on 11/7/11.

Additionally, the POAs for four current hospice patients were interviewed. Each POA stated they felt the hospice staff communicated well with them and felt updated and comfortable with

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the care provided. The POAs stated they did not have difficulty with the hospice staff returning phone calls.

It could not be determined that the hospice failed to communicate with the POAs and family members. Therefore, the allegation is unsubstantiated.

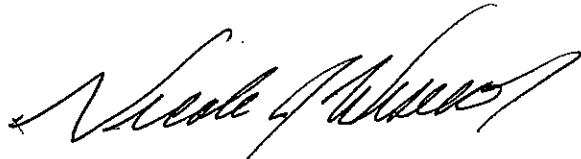
Conclusion #1: Unsubstantiated. Lack of sufficient evidence.

As none of the allegations were substantiated, no response is necessary. Thank you for the courtesies and assistance extended to us during our visit.

Sincerely,



SUSAN COSTA
Health Facility Surveyor
Non-Long Term Care



NICOLE WISENOR
Co-Supervisor
Non-Long Term Care

SC/nw